

# Assist Members With Getting Care Fast

## MANY OPTIONS ARE AVAILABLE FOR SAME-DAY CARE

*As a primary care physician (PCP), time for seeing patients outside of wellness visits, condition management and immediate care can be challenging. When a PCP is not available for immediate care, knowing the best options to get same-day health care services can save members time, travel and worry.*

Members can be directed to <https://bit.ly/calviva-same-day-care> for the guidelines outlined below so they can make the right choice when they need same-day health services. **Members who feel they are having an emergency should call 911 right away or go to the nearest emergency room (ER).**

Compare needs	Available from the comfort of member's home		Options outside of member's home
	Teladoc Health <sup>1</sup> (e.g., Teladoc)	Nurse Advice Line	Urgent Care (centers)
Visit by phone	✓	✓	Not available
Video from anywhere <sup>2</sup>	✓	Not available	Not available
24/7 access	✓	✓	Not available
Get prescriptions when medically needed <sup>3</sup>	✓	Not available	✓
Treat non-emergencies like UTI, allergies, upset stomach, rashes	✓	Not available	✓
Receive labs and diagnostics	Not available	Not available	✓ <sup>4</sup>
Can refer member to ER	✓	✓	
Shorter wait times <sup>5</sup>		✓	✓
Can treat serious conditions (e.g. fractures, stitches, allergic reactions, asthma attacks)	Not available	Not available	✓
Behavioral health	✓	Not available	✓

(continued)

<sup>1</sup>Members may use the select telehealth services provider found on their member identification (ID) card for telehealth visits.

<sup>2</sup>Teladoc visits are valid within the 50 U.S. states, Washington, D.C. and Puerto Rico.

<sup>3</sup>Access to telehealth services does not guarantee a prescription.

<sup>4</sup>Not all urgent care centers offer lab and/or diagnostic services.

<sup>5</sup>In 2024, the median ER wait time in California for patients was more than 2 1/2 hours. Information varies by location.

## Telehealth

Health Net\* and CalViva Health have teamed with Teladoc Health to offer more access to telehealth services.<sup>6</sup>

**Members can use Teladoc Health to get the care they need when they can't see their PCP.** General medical appointments are available 24/7. This includes:

- Pediatrics
- Urgent care
- Women's health and more

Therapy and counseling appointments are also available weekdays from 7 a.m. to 9 p.m. (Pacific time), as follows:

- Behavioral health counseling: Medi-Cal – Ages 18 and older.
- Psychiatry: Ages 18 and older.
- No age requirements for general medical services.

Members can call **Teladoc Health toll free at 800-TELADOC (800-835-2362)**. Members can also visit Teladoc Health at **[www.teladochealth.com](http://www.teladochealth.com)** to make their first appointment. Members can review Plan documents to confirm coverage.

## Nurse Advice Line

Members can reach out to a registered nurse – 24 hours a day – and get **instant support**. By calling the number on their member ID card, they can get answers to questions about:

- Cold and flu symptoms
- Minor burns
- Minor illness and injury
- Bug bites, stings and more

## Urgent care centers

For non-life-threatening concerns, urgent care centers come in handy. And for the most part they have a **lower out-of-pocket cost than an ER visit**. Get same-day care for non-emergency illnesses or injuries. Some urgent care centers now provide X-rays and lab tests as well. Urgent care center benefits include:

- After-hours care
- Shorter wait times than an ER as a rule
- No appointment needed

Members can find an urgent care center using the Find a Provider tool on the CalViva Health website at **[www.calvivahealth.org](http://www.calvivahealth.org)**.

## Local pharmacist

For members who may struggle with medication management or a chronic condition **remind them that a pharmacist can assist in-person or over the phone** with questions about side-effects and often teach members how to use health equipment.

## 988 suicide and crisis Line

For members needing immediate mental health assistance the 988 Suicide & Crisis Lifeline provides confidential help for mental health, drug use or suicidal concerns when members need it quickly.

**They can text or call 988 or chat at [988lifeline.org](https://988lifeline.org).** Spread the word about this resource and order free 988 materials for your office at **[orders.gpo.gov/SAMHSA988/Pubs.aspx](https://orders.gpo.gov/SAMHSA988/Pubs.aspx)**.



### More information

**If you have questions regarding same-day care options for members, please contact the Provider Services Center at: [888-893-1569](tel:888-893-1569)**

**Behavioral Health providers: [844-966-0298](tel:844-966-0298)**

<sup>6</sup>Members may receive services on an in-person basis or via telehealth, if available, from their primary care provider, a treating specialist or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with the service and existing timeliness and geographic access standards required under California law. Members can refer to their health plan coverage document for coverage information and for the definition of telehealth services. Members have a right to access their medical records for services received through Teladoc. Unless the member chooses otherwise, any services provided through Teladoc shall be shared with their primary care provider.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. \*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.